

Super User Conference Call

Minutes for Call on 6/26/2017

Start: 9:00 AM

Time: 45 minutes

1. Take Roll Call- 31 attended and 11 absent
2. Trainings Dates
 - a. State Wide
 - Training 1: August 22nd -23rd, Helena, Helena Training Center Airport Rd
 1. Has spots open
 - Training 2: August 29th-30th, Great Falls, 201 First Street South, Suite #1
 1. All 20 spots full
 - Training 3: September 6th-7th, Billings, 111 North 31st Street
 1. All 30 spots full
 - Training 4: September 12th -13th, Missoula, 2677 Palmer, Suite #100
 1. Has spots open
3. How Training Sign-Ups Went
 - a. First come first serve for dates
 - b. Almost everyone was able to have their first pick
 - c. State Office did the best they could to fit staff where there was room
 - d. Prioritized staff members due to space
 - Super User, CPA, RD, AIDE, BPC, Directors
 - e. Training information will be sent out to staff this week
 - Confirmation of training location, homework, etc.
 - f. If your agency does not send all staff, it is your responsibility to training them. There is a training verification form that must be submitted to myself to show the training was provided.
4. Training Information
 - a. There will be a list of hotels that had state rate rooms available sent to each person
 - A block of rooms were made in Missoula due to room rates
 - b. Reimbursement forms will be given out at the training
 - c. PLEASE TRAVEL TOGETHER
 - d. This will be sent out with the confirmations this week.
5. General Reminder
 - a. May want to schedule light the first few weeks of rollout.
 - This was very useful in pilot

- b. May want to block off time the week before rollout for prep.
 - Update food packages
 - Get materials ready (Food List, Participant Booklet, Cardholder, etc.)
 - Training staff, etc.
 - This was discussed on June's conference call- PLEASE REVIEW!
6. Pilot So Far
- a. Phase 1 rolled out June 8th and 9th
 - Lewis and Clark and Broadwater Agencies
 - b. Phase 2 rolled out June 15th and 16th
 - Butte and Deer Lodge Agencies
 - c. Clinic staff felt it was easier than they thought
 - d. Clinic staff said they felt prepared
 - Did prework/homework, training binders, training, etc.
 - e. A few hiccups with UPC's - Fixed
 - f. Self check outs are not working
 - Hopefully fixed soon
7. Level 3 Certs
- a. Purpose is final end-to-end POS testing for eWIC readiness.
 - b. Testing normal transaction procedures, but also will test for anticipated problems.
 - c. Coordinating with POS providers to be on-site during certifications, very effective training strategy.
 - d. Developing strategy for L3 statewide, are seeking contractors to assist.
8. Retailer Training Plan
- a. Training conducted using:
 - Memos – 5/8/17, 5/15/17, 5/22/17
 - Conference calls – Pilot call 5/19/17, statewide June 23 and late August
 - in-person during L3 certs
9. Retailer Training Topics
- a. PLU mapping requirement
 - b. Process for submitting UPC for review
 - c. APL available for system testing
 - d. Explain "rolling MAR"
 - e. Detail steps of the transaction
 - f. Retailer contract amendments to reflect eWIC
 - g. Policy requirements for POS fees and maintenance
 - h. In-store training responsibilities
 - i. Troubleshooting POS issues, who to call with which types of issues
10. How to submit UPC's
- a. Required information:
 - UPC Code

- Product brand and name
 - Product type (cereal, milk etc.)
 - Product Size
 - Store where product is available
 - Submitters contact information
 - The front label and the nutrition label of the food request for review
- b. Two ways to submit:
- Online fillable form
 - WIC Shopper app (was discussed on the June conference call)

11. Questions

- a. "I just printed July, August and September benefits for an infant. We scheduled her next appointment for 9/15/17. If she doesn't use all her paper WIC benefits before that appointment, will those be converted to the card?"
- No, if any redemption has happened, the participant will have to wait until the next month for the eWIC benefits.
- b. "When should we be giving out the new food list?"
- If you are issuing September benefits, you should be giving the "two pager" food list.
 - The new food list booklet will be given to participants starting September 14th.
- c. "When exactly will we be able to start putting in the food packages for eWIC?"
- We want you to wait until the beginning of September.
- d. "Can we still upload 3 months of benefits on the eWIC card?"
- Yes, you will still be able to issue 3 months.
- e. "What is the ETA for the new food list?"
- The new food list/participant booklet, will be shipped out mid/late August to all agencies.
- f. "What is the website that the participants will use to access what benefits they will have remaining and to set up their pin?"
- www.myBNFT.com or 1-844-583-3237
 - You have to set up an account with a email address. We spend time during the 2 day training, showing you the site.
- g. "What is the roll of the Super User?"
- Point of contact for State Office and Local Agency Staff
 - Super Users have been attending monthly conference calls
 - Each agency has at least one
 - Must attend eWIC training

- Will be responsible to train local agency staff that do not attend eWIC training
- h. If a participant comes in September 14th and they have not use any checks, can we issue EBT?
- Yes, only if no checks have been used.
 - When issuing September 14th, the food package will be prorated to ½ package. You will edit this up to full package and change the food package for the current month.
- i. “On the poster for WICShopper, it shows a manage card area. Is this something that will be available for Montana?”
- WICShopper is being rolled out in a 2 phase approach. Phase 1 is the UPC list, store list.
 - Phase 2 will be when WICShopper will communicate so the participants will know what is on their package and how much is left. Phase 2 is hopefully rolling out by state wide roll out.
- j. “What will be participants receive that show what benefits will be given?”
- There is a report you will give participants when you issue benefits. They also can go to the participant portal or call the IVR, WICShopper app when phase 2 is complete, and ask the store for a shopping list, to get current balances.
- k. “We have a lot of formula changes during a month. What happens when they have checks and the come in mid-September? Do we issue EBT?”
- No, if there has been any redemption with that participant, you will add/replace just like now to change out the food prescription for current month.
 - If redemption has occurred, you have to issue back out in checks.
 - This gets covered in training a lot.
- l. “Are there talking points? How long is that explanation? How much extra time should I account for appointments?”
- In the training binder, you will get a high level checklist that we have created to help you remember which items to cover. These will be your talking points.
 - You will also get FAQ’s that are geared toward local agency staff, retailers, and participants.
 - An extra 10-15 minutes should be enough time per pilot feedback. You will explain the food list and how to use the card.
- m. “A lot of our participants are using the WICSmart app, are we going to still be able to load benefits on the card?”
- Yes, that is why we are encouraging staff to utilize these apps. If a participant does a nutrition education on WICSmart, you will call the participant, document in the notes, and issue benefits on the card. This is an instant process, so the participants could go shopping right away.

- n. "What will the packets look like? Do we just put the card in the packet or will there be a cardholder?"
- There will be a participant booklet that has the food list and other information.
 - There will be a cardholder that holds the card and the last receipt. The cardholder fits in a wallet.
 - No signatures!
- o. "WICShopper question. Is there a way to separate out the vendors/grocers from the farmers?"
- The State Office has been working with the app developers to try and make some adjustments to how the search works in the app. We are hoping for a drop down menu of some kind.
 - Worst case, the farmers will be removed since almost all of the farmers are at farmers markets.
- p. Dates for Calls
- All calls will be at 9:00AM
 - All calls will be WebEx and recorded
 - Mostly the **last Monday** of the month:
 1. July 31st
 2. August 28th
 3. September 25th